Evaluating Roster Program Services:
Design Document

The U.S. Institute has a full-time Roster Manager who supervises a Roster Program consisting of two main components: design and operation of the National Roster of Environmental Dispute Resolution and Consensus Building Professionals and an associated referral system. Membership on the roster remains open to new applicants at all times. Potential members apply on-line and are required to provide information that demonstrates a level of training and experience adequate to meet specific, objective entry criteria. First constituted in February 2000, the roster currently includes over 250 members nationwide. When making referrals and locating neutral practitioners for sub-contracting, the U.S. Institute uses the roster as a primary source to identify experienced individuals, particularly in the locale of the project or dispute (as required by the Institute's enabling legislation). The public now has direct access to the roster search system via the Internet. When requested by any party, the Roster Manager also provides advice and assistance regarding selection of appropriate practitioners.

The U.S. Institute has designed an evaluation system to (a) measure and report on the performance of the roster program and (b) to facilitate continual learning and improvement when evaluation information is gathered, analyzed, and shared with roster members, users, managers/administrators, and other appropriate audiences.

Design Elements and Data Collection

On an annual basis roster members will be surveyed to evaluate their perceptions of the roster and to solicit their feedback on how the roster program can be improved. This voluntary questionnaire contains two questions, requiring fill-in-the blank and open-ended responses (Appendix A). Information from this questionnaire will permit U.S. Institute staff to evaluate how well the Roster is performing in meeting the needs of roster members. *Affected Entities*: Entities potentially affected by this action are roster members. *Burden Statement*: It is estimated that the annual national public burden and associated costs will be approximately 25 hours and $975, respectively. These values were calculated assuming that on average: a) roster members require 5 minutes per questionnaire; b) 300 roster members will respond per year; c) respondents are surveyed only once annually. Cost burden estimates assume: a) there are no capital or start-up costs for respondents, and b) respondents' time is valued at $39/hr.

Users who search the roster will be surveyed once for each new roster search. This voluntary questionnaire contains four questions, requiring simple fill-in-the blank and open-ended responses (Appendix B). Information from this questionnaire will permit U.S. Institute staff to evaluate how well the Roster is performing in meeting the needs of those searching the roster. *Affected Entities*: Entities potentially affected by this action are individuals who use the roster search system. *Burden Statement*: It is estimated that the annual national public burden and associated costs will be approximately 50 hours and $1,950 respectively. These values were calculated assuming that on average: a) roster searchers require six minutes to complete the questionnaire; b) there will be 500 searches per year; and c) searchers are asked to complete this questionnaire once per search. Cost burden estimates assume: a) there are no capital or start-up

costs for respondents, and b) respondents' time is valued at $39/hr.

Users of the roster system will receive a follow-up questionnaire approximately four weeks after their search. This voluntary questionnaire contains five questions, requiring fill-in-the blank and open-ended responses (Appendix C). Information from this questionnaire will permit U.S. Institute staff to evaluate how well the roster program is performing to help users find appropriate practitioners. *Affected Entities*: Entities potentially affected by this action are individuals who use the roster search system. *Burden Statement*: It is estimated that the annual national public burden and associated costs will be approximately 17 hours and $663, respectively. These values were calculated assuming that on average: a) users will require four minutes to complete the questionnaire; b) there will be 250 follow-up evaluations administered each year; and c) searchers are asked to complete this questionnaire once per search. Cost burden estimates assume: a) there are no capital or start-up costs for respondents, and b) respondents' time is valued at $39/hr.

Data Use and Audiences

Information from the questionnaires will facilitate the (a) measurement and reporting of performance for the roster program and (b) learning and improvement when the feedback is used to improve roster services. The evaluation audiences include the roster members, roster users, project managers/administrators, and the Office of Management and Budget.

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